

Program Charter
for
Information Technology Services
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1. EXECUTIVE SUMMARY

Program Description

The Information Technology Services program <http://www.cio.noaa.gov/> is a program in the Mission Support Sub-Goal. Specifically this program provides enforcement of the extensive federal government mandated rules and regulations governing Information Technology (including capital planning and investment control for NOAA's \$500 million dollar portfolio, Information Technology strategic plans, Office of Management and Budget reporting requirements, Enterprise Architecture, etc), operates a centrally managed email operations center providing mail services to all NOAA programs, a centrally managed network operations center providing services to the Washington area, corporate anti-spam service that deflects nearly 100,000 messages daily, corporate electronic calendar for 14,000 users, virus monitoring blocking 30,000 attempts per day, a secure centrally managed web farm supporting numerous programs within NOAA, local Washington area telephone service, Telecommunication services and wiring support for the Washington area, IT Security (including the NOAA Computer Incident Response Team, security policy implementation and compliance, security awareness training, etc). To support NOAA's corporate and business offices the Information Technology Services program centrally manages email administration services (including PDA), provides local area network for 1000 desktops, help desk and office automation support, administrative applications support (programming, database administration, operations, network connectivity, development, project management) for the administrative systems providing acquisitions, financial services, facilities, property, owns and operates the grants-online system, and various other applications. This administrative systems support is also provided to the corporate business line offices located in Seattle, Norfolk, Kansas City, and Boulder by onsite staff.

NOAA Strategic plan presents challenges in information technology planning, security, and network operations for the next five years. Investments not only in hardware and software but also in human capital will be required. The NOAA Information Technology Services Program strategic objective is to develop and maintain a secure, reliable, technically robust operating environment to support NOAA's mission goals and ensure accessibility and the highest data quality for the public. Information Technology Services Program supports those that make NOAA's mission happen.

2. PROGRAM REQUIREMENTS.**A. Requirements Drivers:**

The Information Technology Services Program is responsible for implementing the following laws and regulations:

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- o This Act provides the driver for the Information Technology Services program by the establishment of the CIO will establish an effective and efficient capital planning process for selecting, managing, and evaluating the results of all of its major investments in information systems. This is to be integrated with the processes for making budget, financial, and program management decisions. (Section 5122)
- o Develop, maintain, and facilitate the implementation of a sound and integrated information technology architecture. (Section 5125(b))

Federal Information Security Management Act (FISMA, enacted December 2002).

- o This Act (Title II of the E-Government Act of 2002) provides a comprehensive framework for ensuring the effectiveness of information security controls over information resources that support Federal operations and assets. Agencies are required to report annually on IT Security program implementation of FISMA requirements. This framework drives the policy and investment requirements of the IT Services program for security and operation of IT system.

Federal Financial Management Improvement Act of 1996 (FFMIA).

- o All administrative financial systems must conform to this act. This Act (Public Law 104-208, Title VIII) provides for consistency of accounting by an agency from one fiscal year to the next, and uniform accounting standards throughout the Federal Government in order to increase the accountability and credibility of federal financial management. This requires the IT Services program to maintain and operate all systems to this standard.

Computer Security Act of 1987.

- o In this Act (Public Law 100-235), the Congress declares that improving the security and privacy of sensitive information in Federal computer systems was in the public interest, and created a means for establishing minimum acceptable security practices for such systems. This requires act drives the Information Technology program throughout the Department of Commerce and directly the IT Services program.

Paperwork Reduction Act (PRA)

- o This act requires the Information Technology program to develop and maintain a strategic information resources management plan that shall describe how information resources management activities help accomplish agency missions. (Section 3506(b))
- o Obtain prior OMB clearance before asking 10 or more members of the public identical questions or issuing information requirements in a rule of general applicability. An office independent of the program office must review all collections prior to submission to OMB. (Sections 3507 and 3506 (c))

Federal Manager's Financial Integrity Act of 1982 (FMFIA).

- o This Act (Public Law 97-255) provides requirements for executive agency accounting and other financial management reports and plans, including identification and reporting of material weaknesses (section 2, (d)(4)). In accordance with this act the IT Services program participates in regular audits, risk analysis of major systems, and reporting requirements.

Privacy Act of 1974

- o This Act (Public Law 93-579, as amended, Title 5 U.S. Code section 552a) prohibits disclosure of information in personal records by any means of communication to any person or to another

agency., except pursuant to a written request by, or with the prior written consent of, the individual to whom the record pertains. This act requires the Information Technology systems be maintained to prevent disclosure of personal records and information.

Government Paperwork Elimination Act

- o This act requires the Information Technology program to allow individuals or entities that deal with the agencies the option to submit information or transact with the agency electronically, when practicable, and to maintain records electronically, when practicable. Although there is an expiration date, OMB has indicated reporting will continue. (Section 1704)
- o Also, to take all steps necessary to ensure that multiple methods of electronic signatures are available for the submittal of forms if 50,000 or more submittals of a particular form are expected. (Section 1703(b))

Electronic Government Act

- o This act requires the Information Technology Services program to develop performance measures that demonstrate how electronic government enables progress toward agency objectives, strategic goals, and statutory mandates. (Section 202(b))
- o Submit annual report to OMB on E-Government, addressing status of implementation of electronic government initiatives, compliance with the act, and how electronic government initiatives improve performance in delivering programs to constituencies. (Section 202(g))
- o Establish and operate information technology training programs. General requirements are detailed. Standardized information on the IT and information resources management workforce must be collected. (Section 209(b)(2))
- o Develop, document, and implement an agency-wide information security plan approved by OMB. (Section 301 - revision to 3544)
- o Develop and maintain an inventory of major information systems operated by or under the control of the agency. It must identify the interfaces between each such system and all other systems or networks, including those not operated or under the control of the agency. (Section 305(c))

Federal Information Quality Act (Section 515)

- o This act requires the issuance of guidelines ensuring and maximizing the quality, objectivity, utility, and integrity of information (including statistical information) disseminated by the agency.
- o Establish administrative mechanisms allowing affected persons to seek and obtain correction of information maintained and disseminated by the agency that does not comply with the guidelines issued under subsection.

Rehabilitation Act (Section 508 - Accessibility)

- o To comply with this act the Information Technology Services program requires when developing, procuring, maintaining, or using electronic and information technology ensure, unless an undue burden would be imposed, that the electronic and information technology allows individuals with disabilities who are Federal employees to have access to and use of information and data that is comparable to the access to and use of the information and data by Federal employees who are not individuals with disabilities; and individuals with disabilities who are members of the public seeking information or services from a Federal department or agency to have access to and use of information and data that is comparable to the access to and use of the information and data by such members of the public who are not individuals with disabilities.

OMB Circular A-127, Financial Management Systems

- o This Circular prescribes policies and standards for the Information Technology Services Program to follow in developing, operating, evaluating, and reporting on financial management systems in accordance with the Federal Managers' Financial Integrity Act of 1982 (FMFIA) and the Chief

Financial Officers (CFOs) Act of 1990.

OMB Circular A-123, Management Accountability and Control

- o This Circular provides required guidance to the Information Technology Services program on improving the accountability and effectiveness of Federal programs and operations by establishing, assessing, correcting, and reporting on management controls in accordance with the Federal Managers Financial Integrity Act of 1982 (FMFIA).

OMB Circular A-130

- o The Information Technology Services program is the Chief Information Officer's program for NOAA. This circular directs the establishment of the Chief Information Officer position and identifies specific authorities to be executed: be an active participant during all agency strategic management activities, including the development, implementation, and maintenance of agency strategic and operational plans; advise the agency head on information resource implications of strategic planning decisions; advise the agency head on the design, development, and implementation of information resources; and be an active participant throughout the annual agency budget process in establishing investment priorities for agency information resources. (Section 9(a))
- o Maintain an inventory of the agency's major information systems, holdings, and dissemination products. (Section 9(a)(7))
- o Promote effective and efficient capital planning within the organization. (Section 8(b)(1))
- o Document its enterprise architecture and submit to OMB. (Section 8(b)(2))
- o Establishes a minimum set of controls to be included in Federal automated information security programs. It also assigns Federal agency responsibilities for the security of automated information and incorporates requirements of the Computer Security Act of 1987 and responsibilities assigned in applicable national security directives. (Appendix III)

OMB Circular A-11

- o As part of the Information Technology Services program this circular requires the preparation of an annual budget submission for NOAA. This is submitted as OMB Exhibits 53 and 300 on IT systems, the first reporting on the anticipated costs of IT in the agency and the latter being a business case for each system. (Parts 2 and 7)

Department of Commerce Policy (Guidance to Operating Units on Chief Information Officer Roles and Responsibilities, March 10, 1999)

- o The Department of Commerce requires the Information Technology Services Program to develop and maintain an IT Strategic Plan (includes capital planning and investment analyses), IT Operating Plan, IT Annual Budget, IT Architecture/ Standards, IT Acquisition Strategy, IT Security, IT Performance Measures and Records Management.
- o The CIO should formulate and execute the IT budget in conjunction with the organization's financial (budget) planners, strategic planners, program managers, and technological and procurement professionals.

B. Mission Requirements:

The Information Technology Services program mission requirements are to:

Acquire and implement information technology infrastructure that assures NOAA missions are able to adequately and securely deliver their data products;

Provide a technology working requirement that enable NOAA to deliver effective products and services; and

Assure a fully managed portfolio of all NOAA Information Technology investments in accordance with all mandated rules and regulations.

3. LINKS TO THE NOAA STRATEGIC PLAN

A. Goal Outcomes: The IT Services Program directly supports the “Critical Support outcomes:”

“A safe operating environment with efficient and effective financial, administrative, and support services.”

“Secure, reliable, and robust information flows within NOAA and to the public.”

B. Goal Performance Objectives: The IT Services program supports:

“Improve efficiency and performance in the processing of financial and administrative transactions and services.”

“Increase internal and external availability, reliability, security, and use of NOAA information technology and services.”

C. Goal Strategies: The IT Services program supports the following Critical Support Goal Strategies:

“Develop and maintain an Information Technology Enterprise that does the following: Fully supports the life cycle of NOAA programs; is secure, reliable, and cost-effective; encourages information sharing; and complies with all applicable policies.”

4. PROGRAM OUTCOMES

An Information Technology enterprise that does the following: fully supports the life cycle of NOAA programs; is secure, reliable, and cost-effective; encourages information sharing; provides management information and complies with all applicable policies.

5. PROGRAM ROLES AND RESPONSIBILITIES. This program is established and managed with the procedures established in the NOAA Business Operations Manual. Responsibilities of the Program Manager are described in the BOM. Responsibilities of other major participants are summarized below:

A. Participating Line Offices Responsibilities:

1. Individual line offices are responsible for developing individual line office plans and participating in the development of the NOAA Enterprise infrastructure. NOAA personnel participate in the enterprise network team, and managed perimeter networks that are connected to NOAA IT Service Program network operations.
2. Individual NOAA programs execute certification and accreditation of systems within their offices and submit all reports to NOAA CIO. This includes IT security, and submission of applicable IT planning information to the NOAA CIO for the establishment of the enterprise level security for intrusion detection and firewalls. Line Office Information Technology Security Officers assure compliance within their programs and report to the NOAA Information Technology Security Officer who in turn is accountable to the DOC Information Technology Security Officer.
3. CIO Council provides policy and direction for NOAA Enterprise Investments and is responsible for setting priorities.
4. Line Office Information Technology Security Officers ensure compliance within their programs and report to the NOAA Information Technology Security Office who in turn is accountable to the DOC Information Technology Security Office.
5. The NOAA Office of General Counsel (GC) is responsible for providing legal services necessary to enable the program to discharge its duties. In this regard, NOAA GC provides a variety of specific services on an as-needed basis, including but not limited to: advice on legal issues related to program responsibilities; review and clearance of agreements, testimony, correspondence, and other documents; legal representation; assistance with litigation and requests for testimony or information; and coordination on behalf of the program with the Department of Commerce GC in the areas of contract, grant, intellectual property, labor and employment, appropriations, legislation and regulation, grant, litigation, and telecommunications law.

B. External Agency/Organization Responsibilities:

- a. OMB and the Department of Commerce provide explicit guidance on what is expected to be provided in terms of management reporting, best practices and approved projects. This includes dollar thresholds, project management skill requirements, standards, periods of reporting, performance measurement, etc.

6. END USERS OR BENEFICIARIES OF PROGRAM

1. NOAA managers/personnel – Secure and reliable information will provide NOAA personnel and managers confidence in their ability to execute their mission with control and understanding of risks from compromise or support infrastructure failure;
2. Management information systems will “by infrastructure design” support NOAA processes;
3. Capital Planning and Investment Control will benefit NOAA from risk based assurance that it is meeting regulatory requirements and that investments are funded in a priority

commensurate with mission needs.

4. Academia – System availability and reliable information delivery will assist researchers in their endeavors.
5. General Public – Greater and more consistent availability of NOAA information to meet the publics demands.